



November 11, 2020

Dear Customer:

As the global COVID-19 pandemic continues, please know that the Fisher Scientific channel is doing everything possible to support our customers with continuity of product supply.

Although the vast majority of our products have seen no disruption, there are some suppliers/categories that have been significantly impacted by COVID-19 (Hand Protection | Eye/Face Protection | Apparel | Disinfectants), and our suppliers have advised us that they cannot guarantee product availability or pricing due to global raw material shortages and supply chain constraints. As a result, we similarly cannot guarantee product availability or pricing for these COVID-19 impacted categories until further notice.

Many of these suppliers implemented significant cost increases for these COVID-19 impacted categories throughout the year in 2020. To reduce the impact on our customers, we have absorbed the majority of these cost increases and will continue to do so through the remainder of 2020 for all products with the exception of Nitrile Hand Protection products. Due to extraordinary product supply and cost increase challenges for the Nitrile Hand Protection category, orders that remain unfulfilled as of December 14, 2020, will be cancelled, and no new orders for Nitrile Hand Protection products will be accepted until January 1, 2021.

Unfortunately, the magnitude of cost increases for these COVID-19 impacted categories will be higher in 2021, and we are unable to continue to fully absorb the impact for the year ahead. As a result, commencing on January 1, 2021, the price for any COVID-19 impacted product shall be the price published on fishersci.ca at the time of order. The COVID-19 impacted categories shall not be subject to any discount off list price or previously contracted pricing. We reserve the right to cancel any unfulfilled order for COVID-19 impacted products at any time. We will work closely with customers to offer alternative products if they become available throughout 2021.

A list of the COVID-19 impacted products can be obtained from your sales representative or is available at: fishersci.ca/covidimpactedproduct

We recognize the uncertainty that this creates for our customers. Our top priority, as it has been in 2020, is to assure supply for these critical products. We will continue to work closely with our suppliers to drive towards increased availability and price stability for these impacted products. As always, we will continue to be proactive in our communications with you, our valued customers, as this situation evolves.

Sincerely,

A handwritten signature in black ink that reads 'Dave'.

Dave D'Angelo
Vice President, Global Portfolio Management